Attachment I
NH Docket No. DM 05-172
Staff 1-29
VZ # 29

PROCEDURES FOR PROCESSING AN AERIAL LICENSE APPLICATION – NEW AGREEMENT

INSTRUCTIONS: FILL OUT ONE PROCEDURE SHEET FOR EACH LICENSE APPLICATION RECEIVED. INITIAL EACH ITEM AS IT IS COMPLETED.

*NOTE: Days are **CALENDAR** DAYS UNLESS STIPULATED AS **BUSINESS** DAYS*

____ 1. Upon receipt (via mail fax or hand delivery) of License Application, date stamp the Form 1. Make up plastic file folder and create label. Label should contain customer's name, Municipality and State, License Application #.

____ 2. Create License Application Status and Bring-up Forms for this application.

____ 3. Verify updated Aerial License Agreement or Vermont CPG exists in PCLAS and note Agreement ID# on the Form 1. Verify that the Licensee name on the applications matches (exactly) Licensee name in PCLAS list.

____ 4. Review the Application Package for completeness. If incomplete send Template 1. Place a copy of template 1 in file folder and note status sheet. Create bring up for 10 days from date of Template 1. If no response in 10 days, stamp each page of application "cancel" and prepare Template 2. File completed folder in cancel file **Note:** [Do not log as this is not a **"complete application"]**place in file drawer.

An application is complete if it:

- Contains Form 1, Form 2, Form 3, and Form 4 and Survey check. Verify that the check amount is correct by using the "Survey Payment Check" pricing tool.
- All customer areas of Application are complete and correct
- No outstanding Bills on MARS 03A Report
- Insurance Certificate is current
- Licensee name on application matches name in PCLAS
- Verify that the # of Poles on Form 3 matches the number of poles on the top portion of Form 1. Proceed to step 8B.

____ 5. If this is an application for new poles, prepare Template 21. Fax Template 21, Form 1 and Form 6 to **RCE**. Create bring up (NPV) for 6 business days from date of fax. If no response in 6business days Escalate to Specialist.

- Note License Application status Form.
- Place file folder in escalation bin.

____ 6. If **Engineer** confirms poles are newly placed and no survey is required, proceed to step # 35 to issue license without a survey.

____ 7. If poles are not newly placed and require a survey, consult Municipality list and note the following on the License Application status Form:

- RCE
- District (If multiple areas appear in Municipality list, note all area #'s listed)
- Calculate the amount of the survey using the "survey Payment Check" pricing tool.
- Insert the amount calculated into Form 2. Create Template 4.Make 1 copy of each for the application file. Create a bring-up for 30 days from the date of Template 4 for survey check (FS Chk & Form 2) Send original letter and Form 2 to the Licensee. Log the application. File bring-up in the bring-up drawer under appropriate date. File application into active aerial application files.

____ 8. A. On or before the bring-up date Receive signed Form 2 and a check for the **full amount of the survey estimate** from Licensee. Verify costs are accurate using new aerial pricing tool. If not correct - Complete Template 1 and return check to customer.

B. If correct, Date stamp the Form 2 & check. Complete the section on the status Form that indicates 45 day date. **For VT indicate 45 day, 60 day, 90 day or negotiated date.**

____ 9. Assign a Keep Cost order number to the Application. (Get KC# from Peoplesoft system) Write the KC # on the top of the check, on the License Application Status form and on each of the Application Forms.

_____10. Prepare RPC Transmittal Form. Make 3 copies of the check and 2 copies of the RPC Transmittal Form and file one copy of each along with the Form 1 & Form 2 Forms and the customer's License Application. Place original check and original RPC Transmittal Form in the pre-prepared U.S. Mail envelope addressed to Lock Box, VERIZON RPC, P.O. Box 60, Cockeysville, MD 21030.

____ 11. Mail copy of check, copy of RPC Transmittal Form, copy of the Form 1 and Form 2 to appropriate Accounting Associate (see Accounting Associate contact list) and mail to: 770 Elm Street, F-2, Manchester, NH via Company mail.

____ 12. Prepare Template 8, and forward to **RCE**. Include the following with the letter:

- Copy of check
- Copy of Transmittal
- Copy of Form 1, Form 2, Form 3 and Form 4

Create bring up for 10 business days from date of Template 8 (FSD).

____ 13. Log check receipt date and Keep Cost number into the appropriate aerial log.

____ 14. RCA Associate follows up on bring up with **RCE**.

- If **RCE** cannot provide survey date because of Power Company delay, issue Template 9 and place in job folder. Provide copy of Template 9 to **RCE** & place job folder in escalation bin to escalate to Specialist. Create a Bring-up for 2 days to follow up with Specialist to see if a date was obtained. Repeat 2day follow-up interval until escalation is resolved.

- If **RCE** cannot provide survey date because of customer delay, issue Template 9, note the status Form, and create a bring-up for 15 days from date of Template 9. File folder into the drawer and follow up, on the bring update, with the RCE to verify if the delay has been resolved. If not resolved within 15 days create bring up for an additional 15 days. Note the Status Form and file application into drawer. File bring up in bring up file under the appropriate date.

- If customer delay is not resolved or there is no response after 30 days, then issue Template 2 and notify RCE.
  Enter into Access log as canceled with the appropriate cancel reason. Place copy of letter and contents of application folder in cancellation drawer

- If for any other reason RCE cannot provide a date for a survey within 30 days of check receipt date, escalate to Specialist, **note** License Application status sheet. Place file folder in escalation bin.

- Create bring up for 2 business days from date escalated to Specialist. Repeat the 2 day follow-up interval until escalation is resolved and survey date obtained.

- If **RCE** indicates that our records show that poles on the Application are newly placed and do not require a field survey, prepare Template 3 and proceed to step **35.**

____ 15. **RCE** provides RCA with negotiated survey date **(note: Date must be within 30 days of check receipt).**
(Exception: if customer or Power Company delays the survey date.)

Create a Bring-up (Field Survey Results) for 5 business days after the survey is scheduled to be completed.

_____16. RCA Associate follows up on Bring-Up for field survey results. If survey results indicate that the poles are not owned by Verizon, prepare and send Template 2-A. Follow procedure for cancelled applications. If Form 1, Form 3 and Form 4 have not been received, call the **RCE**. If **RCE** cannot provide survey results by 3 p.m., escalate to Specialist, note status on the License Application Status Form **(i.e. escalated to Specialist for FSR). The Specialist will update the status sheet as necessary).** Place file folder in escalation bin. Create Bring-Up for 2 business days from date escalated to Specialist. Repeat 2 day follow-up interval until escalation is resolved and Field Survey results are obtained.

______17. Receive Form 1, Form 3 and Form 4 from **RCE** indicating that the survey is complete. Review Form 1, Form 3 and Form 4 for proper information. Contact **RCE** if any information is missing. Form 4 must be signed by the RCE.
(Note: wire center exchange code must be listed on Form 3, if multiple wire center exchange codes exist on municipality list).

_____18. Verify that a fully executed Pole Attachment Agreement is in place. If not refer to Specialist (Castro/Mazzacone), **If no make ready work is required**, receive Form 1, Form 3 and Form 4 back from **RCE**. Review the Form 3 for the following:

- No Make ready required per **RCE's name** notation.
- Designated height of attachment notation for each pole.
(Required only if not 40” below neutral)

Confirm lower portion of Form 1 indicates the number and type of attachments.
If all information is complete, skip to step **35**. If information is incomplete then call RCE. If **RCE** cannot fax immediately, escalate to Specialist who will note the escalation log. RCA will note escalation on License Application Status Form. Place folder in escalation bin. Create bring up for 2 business days from date escalated to supervisor. Repeat 2day follow-up interval until escalation resolved and make-ready estimate is obtained.

____ 19. **If make ready is required**, Verify that a fully executed Pole Attachment Agreement is in place. If not refer to Agreement Specialists (Castro/Mazzacone), you will be instructed to prepare and send Template 15A.

Prepare & send Template 12 or(12A Non-Billable Make-Ready as directed by the Specialist) make copy of the letter, attach original Form 3 and Form 4 and file a copy of both Forms and letter in the customer's file folder. Send original Template 12(or 12-A), Form 3 and Form 4 to the Customer.

____ 20. Log make ready estimate amount from Form 4 and the date that Template 12 or (12-A) was sent into appropriate aerial log. Create bring up (make-ready check) for 30 days from date of Template 12 to verify receipt of customer check.

______ 21. At 30 day bring up, if no make-ready check has been received, call customer and explain that check must be received within the next 10 business days or the Application will be canceled and the customer must reapply. Note the status sheet indicating reminder call has been made. Create a bring-up for 10 business days from the date the reminder call was made. **(Make 1 call only!)**

If customer indicates they cannot secure a check, or wish to cancel (tell them they need to submit the request to cancel in writing) stamp each page of the application "cancel" and prepare & send Template 13. Make two copies of the application and Template 13. Attach original application to Template 13 and mail to customer. Forward the second copy to the **RCE**. Place copy of letter and contents of application folder in cancellation drawer. Enter "cancelled" date in the appropriate aerial log with the appropriate reason number.

____22. Receive the signed Form 4 from Licensee and a check for full amount of make-ready. Date stamp the Form 4 & check. Complete the section on the status Form that indicates 180 day date. (The make-ready work must be completed and the licensed issued to the customer within 180 days from the date the make-ready check was received.)

____23. Assign a new Keep Cost order number from the Peoplesoft database, to Form 3 for Make-Ready Work. Write the KC # on the top of the check, Form 1, Form 4 and Form 3 and the License Application Status Form.

____24. Enter check receipt date and Keep Cost number into the appropriate aerial log .

____25. Prepare RPC Transmittal Form. Make 4 copies of the check and 3 copies of RPC Transmittal Form. File one copy of each with the customer's License Application. Place original check and RPC Transmittal Form in the pre-prepared U.S. Mail Envelope for the LOCK BOX. * SEE Attached Job Aid* Use one copy for Accounting. **On copy of check write a note to Accounting: Original RPC TRANSMITTAL already sent & include a copy of Form 3. Put KC# on the Check, Form 1, Form 3 and Form 4.**

If a Fully Executed Agreement is not in place Do Not Proceed until instructed by Specialist (Helen Castro/Pat Mazzacone)! Create a bring up for 15 days to follow up with the Agreement Specialists. Continue bringing up application every 15 days until a signed fully executed agreement has been received.

____26. Prepare Template 14.(Notice to RCE to schedule Make-Ready Work)Make 1 copy. Mail or Fax **RCE** original letter and the following:

- ____Copy of the Check
- ____Copy of the Transmittal
- ____Copy of the Form 4

___27. Create bring up for both (ECSD&ECCD) for 30 days from date of Template 14 and place in drawer. If Vermont Stipulation Application of 15 poles or less, bring-up is 15 days. Place customer file in drawer.

___28. RCA Associate follows-up on Bring-up with **RCE for ECSD & ECCD of make-ready work**.

If **RCE** cannot provide ECCD because of Customer delay, such as Power Company issue (i.e. customer owes money to the Power Company) issue Template 15 and create a bring up for 15 days to follow up with the RCE. File Template 15 with the application and place in file. If RCE cannot provide ECCD because of Power Company delay, issue Template 15 and escalate to Specialist. Specialist will check status with **RCE** and obtain follow up date for next bring up date with **RCE**. If **RCE** cannot provide ECSD & ECCD for any other reason, escalate to Specialist and note License Application status sheet. Place file folder in escalation bin.

Create bring up for 2 days with Specialist. Repeat 2day follow up interval until escalation is resolved and ECSD&ECCD obtained.

___29. Upon receipt of ECCD from **RCE**, verify the ECCD is within 180 days of make ready check receipt date. If ECCD is greater than 180 days, escalate to Specialist and note License Application status sheet. Place file folder in escalation bin. Create bring up for 2 days with Specialist. Repeat 2-day follow up interval until escalation is resolved and acceptable ECCD is obtained.

___30. Enter ECCD into appropriate aerial log, prepare & send Template 16 to notify licensee of ECSD&ECCD. Make 1 copy of Template 16 and file in the folder.

___31. Create Bring-Up (VECCD) for date equal to approximately half the ECCD. Verify ECSD&ECCD with the RCE.

___32. If the ECSD and/or the ECCD gets revised for any reason or cannot be verified by the RCE, escalate to the Specialist, who will review and issue a handoff sheet to RCA with instructions on how to proceed. Prepare & Send Template 17 to notify customer of revised ECSD and/or ECCD. Create a bring up for 5 business days after the ECCD to follow up on the make-ready completion notification (MRCN).

___33. * **RCE** notifies RCA of <u>**actual**</u> completion date of make ready work by returning Template 14 within 5 Business days of Make Ready work complete or through notification via the LAG mailbox in Lotus Notes.

___34. RCA Associate enters <u>**actual**</u> completion date of make ready work into appropriate aerial log and checks the Form 1 & Form 3 to verify the number and type of attachments being licensed is correct and complete. Call RCE if information is incorrect or unclear. Escalate to the Specialist if you do not receive a response by 3pm.

___35. RCA Associate prepares Template 18, 3 or 11 as appropriate, the Form 1, includes Form 1 and appropriate template with the original License Application Package and places entire file in the signature bin. Specialist will sign and handoff the signed copy to the RCA.

Template 18 – Make ready Complete
Template 3 – New Poles
Template 11 – No Make Ready

<u>**Note: The date of letter, date of Specialist's signature and U.S. Mail Postmark Must Match.**</u>

___36. Specialist reviews file, signs and dates License (Form 1), and returns to RCA Associate.

___37. RCA Associate makes 2 copies of License Application Package (Form 1, Form 2, Form 3 and Form 4) and 1 copy of Template letter (18, 3 or 11).

___38. RCA Associate enters License date (date RCA Manager signs License) into the appropriate aerial log along with the total number of attachments licensed prior to submitting for PCLAS input.

___39. RCA Associate/PCLAS Associate makes 1 copy of original, signed Form 1 and place in PCLAS input folder which has your name label on it. PCLAS input folders are located in PCLAS cubicle. Keep application file folder and contents on your desk in an elastic band inside a manila folder labeled: Waiting for PCLAS input. Once PCLAS associate prepares billing detail, it will be matched with the copy of the Form 1 and returned to RCA associate. RCA make 2 copies of Billing Detail.

___40. If RCA Associate/PCLAS Associate is preparing Billing Detail in PCLAS and the billing is out of range of PCLAS, create Template 20 to Billing Collections Associate.

___41. RCA Associate prepares Template 19, and makes 1 copy. Mail original Template 19, copy of the Billing Detail, and copy of the signed and completed Form 1 to **RCE**. Place copy of Template 19 and Billing Detail in customer file folder.

___42. RCA Associate "completes" the file by arranging the file contents in order and moving it to the completed License file drawer.

JOB AID
Processing a Check

Who Gets What!	**FS Check**	**MR Check**
RPC Transmittal Center		
• **Original Check**		
• **Original RPC Transmittal Form**		
RCE		
• **Original**	**Template 8**	**Template 14**
• **Copy of Check**		
• **Copy of RPC Transmittal Form**		
• **Copy of signed Form 4 Form**		
• **Copy of**	**Form 1**	
Job Folder		
• **Copy of Check**		
• **Copy of RPC Transmittal Form**		
• **Copy of**	**Template 8**	**Template 14**
Accounting		
• **Copy of Check**		
• **Copy of RPC Transmittal Form**		
• **Copy of signed Form**	**Form 2**	**Form 4**
• **Copy of**	**Form 1**	